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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, DC 20554

In the Matter of:

Implementation of the Local
Competition Provisions in the
Telecommunications Act of 1996

CC Docket No. 96-98

SOURCE MATERIALS
Volume 8 of 10

TAB 70 [TechConf] through
TAB 75 [Wajsgras]

TO
PETITION FOR
FOR EXPEDITED RULEMAKING

BY
LCI INTERNATIONAL TELECOM CORP.
and
COMPETITIVE TELECOMMUNICATIONS ASSOCIATION (CompTel)

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TABLE OF SOURCES AND SOURCE CONVENTIONS*

FEDERAL COMMUNICATIONS COMMISSION
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<u>TAB</u>	<u>Convention</u>	<u>Source</u>
70	TechConf:	Reporter's Transcript of Minutes of Technical Conference Before the New York Public Service Commission (Apr. 1-4, 1997)
71	US West Petition:	Petition for Waiver Filed by US West Before the Federal Communication Commission, CC Docket No. 96-98 (Dec. 12, 1996)
72	Villagomez:	Deposition of Jamie Villagomez Before the California Public Utilities Commission, Case No. 96-12-026 (Apr. 15, 1997)
73	Wall:	Supplemental Testimony of Dennis Wall on Behalf of MCI Telecommunications Corporation Before the Illinois Commerce Commission, Docket No. 96-0404
74	Washington Report:	Arbitrator's Report and Decision Before the Washington Utilities and Transportation Commission, Docket No. UT-960338 (Dec. 3, 1996)
75	Wajsgras:	Affidavit of Michael L. Wajsgras on Behalf of LCI International Telecom Corporation Before the New York State Public Service Commission, Case No. 97-C-0271 (Apr. 1, 1997)

* Other than the few items marked with an (*), the cited pages from these materials are assembled and presented in separate volumes with an index for convenient reference (where the documents are lengthy, only the cited pages appear). These source materials may be obtained upon request in their abbreviated or in complete form. The items marked with an (*) are omitted from the collection of source materials because they are generally available or have been filed previously with or promulgated by the Commission.

1 NEW YORK STATE PUBLIC SERVICE COMMISSION

2

3

IN THE MATTER OF

4

Case 97-C-0271 - Petition of New York Telephone
Company for approval of its statemen
5 of generally available terms and conditions pursuan
to Section 252 of the Telecommunications Act of 1996
6 and Draft Filing of Petition for InterLATA Entry
pursuant to Section 271 of the Telecommunicaations
7 Act of 1996.

8

9

MINUTES OF TECHNICAL CONFERENCE held at the

10

Commission's Albany Office, Swan Street Building,

11

Core 4 (North), Albany, New York, on Tuesday, the 1st

12

of April, 1997, commencing at 10:30 a.m.

13

14

BEFORE:

Eleanor Stein,
Administrative Law Judge

15

Judith A. Lee,
Administrative Law Judge

16

17

Jaclyn Brilling,
Administrative Law Judge.

18

19

APPEARANCES:

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21

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PANEL - ROLAND

1 AFTERNOON SESSION

2 ADELENE SPIVY,

3 VERN KENNEDY,

4 MIACHEL DAILEY,

5 STUART MILLER

DAY 2
PAGE 2

6 Called as witnesses, being first duly sworn, were
7 examined and testified as follows:

8 Shall we proceed?

9 MR. KLEIN: Thank you.

10 Q We are going to jump ahead to OSS Operating
11 Support Systems. We did have a whole slew of
12 questions prepared for this area but what we're going
13 to do short circuit some of the questions in an
14 attempt to speed the process up a little bit without
15 preventing us from getting the facts we need.

16 We think we're going to ask just a couple
17 of basic questions from NYNEX and hope to get some
18 feedback from the competitors, including the
19 resellers as we go ahead after those answers.

20 I think page 13 of the Garzillo affidavit
21 gives us some idea of what we're going to address in
22 this action. It states there NYNEX provides access
23 to other telecommunications carriers to NYNEX's
24 Operating Support Systems functions in connection

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1 with the interconnection, unbundled network elements,
2 for resold services purchased by other
3 telecommunications carriers. This access supports
4 the preordering, ordering, provisioning, maintenance
5 and repair and billing of the interconnection
6 unbundled network elements or resold services
7 purchased by telecommunications carriers as more
8 fully described in the affidavit of Mr. Miller.

9 That's the area we're going to get into
10 now. I'd like to ask the NYNEX panel to briefly for
11 the preordering area only what processes are
12 available for resellers to obtain information that
13 that area?

14 A (Miller) Yes, Mr. Klein. Basically, NYNEX
15 has put into place the necessary interfaces and
16 operations for the preordering functions for resold
17 services that had been in operation since October 8,
18 1996.

19 They are presently in use by 11 active
20 resellers, 14 additional resellers are connected to
21 the system but are not active. In addition to that
22 we have attained a total, including that of 25, of 48
23 resellers, and so we have 11 active resellers,
24 actually, using the preordering function for resource

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1 services.

2 Q Could you give a brief description of how
3 that process works?

4 A (Miller) Yes. Basically the system offers
5 a multiple alternative interfaces that can be used
6 optionally by the CLECs. They can elect to come in
7 on our interface which we call EIF (electronic
8 interchange format) which is an apt-to-apt interface
9 where they can submit multiple reordering requests,
10 multiple orders.

11 The requests will then go through a gateway
12 that we put in place, DCAS, customer access systems
13 and will subsequently be fed through the operations
14 support systems in the back. That is one interface.

15 An alternative interface the preordering we
16 have provided a method whereby resellers who would
17 like to get into the business quickly can essentially
18 add at very low cost, buy a small desktop PC, equip
19 it with a browsing capability and we have provided
20 software which they can get through and transactions
21 and page formats they can then enter preorder
22 requests using this web-type technology, web-type
23 browser technology that is very similar to the
24 Internet.

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1 Q Is that referred to as the Graphical User
2 Interface?

3 A (Miller) We refer to the web graphical
4 interface as GUI, web GUI.

5 Q That is available to resellers?

6 A (Miller) That is available to resellers and
7 CLECs for unbundled network elements.

8 Q The process you describe, does that cover
9 those available for ordering unbundled network
10 elements as well or is that a different process?

11 A (Miller) Essentially, it's the same process
12 as this particular transaction that would be required
13 in the preordering process. The ordering process
14 would sometimes be slightly different in the
15 unbundled network elements process than in the resold
16 services. Other information types are required.

17 Q Those two different type of are provided in
18 the web system?

19 A (Miller) Yes, they are.

20 Q The EIF?

21 A (Miller) For unbundled elements and loops
22 and switched elements for the other unbundled
23 elements as well.

24 Q Are those being used to provide--through

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1 which people can provide information on preordering
2 for those elements?

3 A (Miller) At the present time no one is
4 using the web, the web GUI interface for preorder
5 information, for unbundled network elements. We have
6 trained several people in using that system.

7 Q Has anybody using the EIF interface?

8 A (Miller) We have one customer using the EIF
9 interface who is using right now exclusively for
10 resource services.

11 Q Okay. Currently no one ordering, using
12 that GUI for unbundled network elements?

13 A (Miller) No.

14 Q Moving on the ordering provisions area,
15 what processes are available to that area for
16 resellers and I'd ask for those wanting unbundled
17 network elements?

18 A (Miller) Essentially, as I described earlier
19 the interfaces that are made available to the CLECs
20 are either this EIF interface or the web GUI
21 interface, preordering. When it comes to ordering
22 transactions it is also possible for a CLEC to enter
23 our system through an EDI interface (electronic data
24 interexchange) which we offer as a third alternative

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1 and for some elements in the unbundled network
2 elements particularly things like interoffice
3 facilities.

4 We accept orders through a network data
5 mover interface which is an industry standard
6 mechanism which is used quite extensively with
7 interexchange carriers right now for submitting
8 orders to NYNEX, so that there are essentially four
9 different interfaces available. They are not, not
10 all services are available across all interfaces, for
11 the NDM process is not planned to be used for
12 unbundled loops, for example, could be but it isn't
13 planned to.

14 Q Are those being used currently for
15 ordering, provisions?

16 A (Miller) At the present time, in terms of
17 ordering and provisioning, the interfaces that we are
18 offer are being used principally for resold services.
19 The web GUI interface is being used for resource
20 service, interoffice facilities.

21 EIF interfaces, as I mentioned earlier, is
22 in use by one resource ordering. At the present time
23 we have three customers who are using the web GUI
24 interface for ordering and provisioning of SVGALs but

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1 they are the only elements that right now are being
2 used by customers for that.

3 Q Is the EDI interface being used at all?

4 A (Miller) No, it is not being used by
5 anybody.

6 Q Are all network elements available for
7 ordering through the interfaces?

8 A (Miller) At the present time, we have
9 available for ordering a network elements--excuse me,
10 at the present time we have no orders, no network
11 elements available for ordering. We will be
12 implementing this month in April, this week, in fact,
13 the ability to order loops and switch elements.
14 Excuse me, we have the SVGAL capability of ordering
15 through the DCAS interface.

16 Q I'm going to move on to the repair and
17 maintenance area. What processes are available in
18 that area for resellers to interface with NYNEX
19 regarding repair and maintenance?

20 A (Miller) We also offer the EIF capability
21 as I mentioned earlier and the web GUI interface for
22 resellers and CLECs to enter troubles and to status
23 trouble and, in addition, we offer them the
24 capability to do simple line tests on loop circuits,

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1 for example, for which they can enter through the
2 gateway, through the DCAS gateway system can enter
3 the test and get the response earlier, immediately to
4 determine whether they should be entering a specific
5 trouble report for that circuit, and the mechanism
6 --we have a system in place which we call RETAS
7 R-E-T-A-S which is the conduit for those
8 transactions.

9 Q Are those being used right now by
10 resellers?

11 A (Miller) Yes, they are being used.

12 Q And the same question basically on the
13 repair and maintenance arena. What interfaces are
14 available for checking regarding unbundled elements?

15 A (Miller) Essentially it is the same conduit
16 the same systems that will be available for the CLECs
17 to enter troubles and to status troubles and so on
18 and so forth.

19 JUDGE BRILLING: Excuse me, Mr. Miller, we
20 have your glossary. We've been using it
21 extensively and RETAS is not in it. Could you
22 please tell us what it is?

23 THE WITNESS: (Miller) Resale trouble
24 administration system.

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1 JUDGE STEIN: Thank you.

2 Q Can I interject a question? Maybe I missed
3 something but how are people placing orders?

4 A (Miller) They are placing orders right now
5 by using this web GUI interface. They essentially
6 will have a computer on their desk, a PC, and on that
7 PC they have the capability of calling up screens
8 which we deliver them to through the PC and they enter
9 the information as required to place an order through
10 those screens. That order transaction is delivered
11 to our systems which is then executed and
12 provisioned, and they have an ability to check the
13 status of the order and get responses off that.

14 Q What I meant to say was, you said 11
15 resellers are using the web GUI?

16 A (Miller) That's right.

17 Q And no one is using the EDI and one
18 customer is using EIF for a reseller?

19 A (Miller) That's correct.

20 Q What am I--that doesn't seem--

21 A (Miller) It's 11 reseller companies, excuse
22 me, Your Honor.

23 Q Those are all the methods that are
24 available?

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1 A (Miller) That's correct.

2 Q That's the whole universe?

3 A (Miller) That's correct.

4 Q That's what I didn't get. Thank you.

5 BY MR. KLEIN:

6 Q Which of those processes which we just ran
7 through are actually be furnished right now and which
8 ones are being planned or implemented?

9 A (Miller) I think I described--what I
10 described to you are all the processes that are
11 presently being furnished, which is all of those
12 interfaces I've described are presently available.
13 They are presently being furnished and can be adopted
14 by any new reseller or CLEC coming into the business.

15 Q There is one that is being put in this
16 week. To what did that relate?

17 A (Miller) It's not a different interface,
18 that's just the capability for the interface to be
19 able to accept orders for unbundled switched
20 elements, for example. You see, what we have done is
21 to actually put in place the basic plumbing, if you
22 like, of these interface systems, and then as we
23 introduce new products, new capabilities, we have to
24 span the capabilities of those, that conduit to

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1 accept orders for six different types of services.

2 Q Okay. What steps are required by NYNEX
3 once the order is received? Is there any manual
4 intervention to flow through the system
5 automatically?

6 A (Miller) Well, right now when an order is
7 received by the DCAS gateway system it is directed,
8 the vast majority of orders are directed to an
9 operations center that we have which takes those
10 orders, evaluates them for correctness on a manual
11 basis and, if there are any errors or anything wrong
12 with the order, there will be a request going back to
13 the reseller to confirm or clarify the order. That
14 order will then subsequently be entered into the
15 NYNEX OSS by the individual by our rep in the
16 reseller center.

17 We are also progressively introducing
18 automated flow-through methods for various order
19 types. This week we introduced our first flow
20 through in the reseller world for basically eight
21 order types that will flow through the gateway system
22 without being touched by human hands, will go right
23 through to the back end of the Operating Support
24 Systems and provisions and some responded back to the

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1 requester.

2 MR. KLEIN: Judge, at this time I'd like to
3 ask the competitors for their input based on
4 their experience with the systems and how well
5 those systems have worked in their own
6 experience. Do we have, I imagine--

7 JUDGE STEIN: Volunteers?

8 MR. KLEIN: --interesting comments on this
9 area?

10 JUDGE STEIN: Who else.

11 Q Why don't we start on this end this time?

12 A (Ball) Comments only on resale or on all
13 OSS?

14 BY MR. KLEIN:

15 Q Well, I guess, why don't we do this. Why
16 don't we address the reseller interface, go through
17 that and then go back and address the interfaces or
18 ordered unbundled elements?

19 A (Ball) And interconnection?

20 BY MR. KLEIN:

21 Q And interconnection?

22 A (Wehnes) We are presently not doing any
23 resell as of yet.

24 JUDGE STEIN: Would you like to comment?

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1 A (Dailey) We have been doing, RCN have been
2 reselling pretty much since it's been allowed in New
3 York State, October 8th, I believe, and as of that
4 time we had a lot of different experiences and shared
5 many in some of NYNEX's growing pains.

6 One thing specific to the OSS that we are
7 experiencing still today is that we are unable to
8 enter trouble tickets into the GUI system. We've
9 been trying to do so for better than two months. As
10 of yesterday April 1st was the first time we were
11 ever able to complete the those metallic line test,
12 MLT. Yesterday was the first day we were able to
13 complete that. The trouble process has been very
14 convoluted.

15 Q How do you? Is this to report a problem,
16 trouble tickets?

17 A (Dailey) It's been a combination of faxing,
18 chasing down the appropriate repair personnel via
19 phone and following through on the system like that.
20 That's basically what we've been able to do. There's
21 not been a solid written format such as using the web
22 GUI to track our troubles up until at least still
23 from I believe as of our records yesterday was the
24 first day we were able to do remote testing on our

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1 own.

2 Another issue that we had that Mr. Miller
3 just addressed we do know there are still many orders
4 you can put in that do not flow directly to NYNEX's
5 Operating Support Systems. Mr. Miller has identified
6 he said there were eight that are now available.

7 A (Miller) That is correct.

8 A (Dailey) So we've known we've put an order
9 in and since the web GUI has worked as well as a fax
10 but NYNEX is then able to print out a paper copy,
11 carry it to an individual and manually put it into
12 the manual flow systems their Operating Support
13 Systems. This has resulted in some problems and
14 serious slowdowns for us in putting our products in
15 place and having them be operational or our customers
16 because of the human element.

17 Specifically, a couple of issues have
18 occurred. One has been we've been receiving
19 confirmation. We put into the web GUI system and put
20 in an order and you get back on day 1. Day one is
21 expected to be flipped over to the reseller and the
22 due dates have been received but there have been
23 problems on NYNEX's side and delays to start a
24 service beyond the confirmed due date.

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1 We put in an order. It would say a due
2 date of, say, like March 4th. March 4th would come.
3 We received confirmation of the order it flipped and
4 either that afternoon or the next day we'd get a call
5 from NYNEX saying that the order--there are problems
6 or if did not in fact flip to our service and it
7 would be rescheduled further out.

8 We already received confirmation. It had
9 already gone through our billing system assuming the
10 non-recurring charges would commence on that date. I
11 guess that from the OSS standpoint that would be the
12 largest problem.

13 BY JUDGE STEIN:

14 Q What happens to the customer in that
15 situation? Does that impact on the customer directly
16 or the customer just keeps having NYNEX service?

17 A (Dailey) It wouldn't from a service
18 standpoint but it would from a billing issue. We are
19 assuming that the order was flipped on a certain date
20 so we would commence our operations on that day, but
21 there has been a situation--be sure I have this
22 correct here--the customer not only wanted to do a
23 flip over to us on their primary line.

24 They were also looking to install an

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1 additional line on the same date and the NYNEX
2 installer missed the installation date, so that was
3 another problem, yet we had received the confirmation
4 both the original line and new installed line had
5 flipped.

6 BY MR. KLEIN:

7 Q Mr. Dailey, I have a question for you
8 regarding the first problem you addressed, which was,
9 I believe, replacing a repair order. Did you
10 identify what the source of that problem was and was
11 that problem ever resolved?

12 A (Dailey) The problem is GUI is not
13 accepting them yet, the web GUI is not accepting
14 trouble tickets, at least they are not as of
15 yesterday. Yesterday was the first time in eight
16 weeks of attempts that we were able to use the
17 metallic test. Unless you do remote tests to see if
18 there are troubles with the line or customer's phone.
19 This is first time we were allowed to do that on the
20 network. I mean, NYNEX is moving forward with
21 things, but it is at a very slow pace and it has
22 affected our customer service.

23 Q Okay.

24 JUDGE STEIN: Mr. Kennedy?

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1 A (Kennedy) I'm Vern Kennedy from Community
2 Telephone, and I guess I'd just like to start off by
3 saying I make my remarks both as a reseller but also
4 in light of the experience I had up through January
5 of '96 as a manager of repair bureaus and station
6 bureaus for NYNEX, working on their OSS firsthand as
7 well as now working through, and I will go on record
8 as saying I am the person that is using that EIF, so
9 there's that.

10 MR. ROWE: I'm not sure that's appropriate
11 testimony.

12 JUDGE STEIN: Yes. Shall we go off the
13 record on this for a minute?

14 (Discussion had off the record).

15 Back on the record. Off the record we had
16 a discussion as to Mr. Kennedy's qualifications
17 and what was appropriate for him to testify to,
18 and now we're back on for further motions and
19 objections on the record. I want to hear out,
20 perhaps, Don, you'd like to make your objection
21 more formally and, Harry, you can respond.

22 MR. ROWE: Mr. Kennedy has indicated he
23 would like to provide information of two types:
24 First what it is like for Community Telephone to

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1 interact with NYNEX as a competitor and a
2 provider of local exchange service. We have no
3 objection whatsoever to Mr. Kennedy appearing in
4 that role.

5 Mr. Kennedy also indicated that he means to
6 testify about his experience within NYNEX and
7 indicate what it has been like in the
8 development, participation or any other fashion
9 of the systems. That is testimony that is not
10 nearly within the scope of this proceeding nor
11 is it appropriate in this proceeding.

12 Mr. Miller is the company witness on the
13 systems and Mr. Kennedy has no role in
14 testifying in that area. It is not a question
15 of confidentiality as Mr. Davidow anticipated.
16 It is question of scope and relevance.

17 JUDGE STEIN: Do you want to speak to that?

18 MR. DAVIDOW: May I respond? As to scope
19 and relevance I would think the issue would be
20 fairly straightforward. This will depend on
21 what it is that Mr.--first of all, no blanket
22 objection can apply to scope and relevance.
23 That will depend on precisely what it is that
24 Mr. Kennedy has to say.